

# CITY OF WINCHESTER, VIRGINIA



Rouss City Hall  
15 North Cameron Street  
Winchester, VA 22601  
540-667-1815  
TDD 540-722-0782  
[www.ci.winchester.va.us](http://www.ci.winchester.va.us)

**Date: May 8, 2006**

## **NOTICE TO CUSTOMERS OF THE CITY OF WINCHESTER WATERWORKS IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.**

Our water system recently violated a turbidity limit. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. Our treatment facility is required to achieve a filtered water turbidity of less than or equal to 0.3 NTU in at least 95% of the measurements taken each month and a filtered water turbidity of less than or equal to 1.0 NTU in all turbidity measurements taken. Filtered water samples taken on the morning of April 23, 2006 were greater than 1.0 NTU for approximately 3 hours.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. We do not anticipate that these turbidity exceedances will pose a significant risk to the health of our customers.

### **What should I do?**

You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified immediately. However, if you have specific health concerns, consult your doctor.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-(800)-426-4791.

### **What happened? What is being done?**

Rainfall caused runoff with high levels of turbidity to enter our water source, which overloaded the filters at our treatment facility. In other words, our facility currently lacks the technology to effectively lower extremely high turbidity levels to current regulatory standards. However, a plant upgrade in the near future will enable us to meet these standards. During this event, the plant staff monitored chlorine levels and increased the level as needed to compensate for the filtration problem. Also, we increased our feed rate of ferric chloride to compensate for the added turbidity that was encountered. The Virginia Department of Health, Office of Drinking Water, was notified after this event occurred. Procedures were then set in place and arrangements were made for public notification, well within established time lines. Turbidity levels are back to normal; however, we will continue to monitor the turbidity levels at the treatment plant and feed chlorine and ferric chloride to the water. In addition, bacteriological samples will be collected from our distribution system regularly to check the water quality in the system and ensure a safe potable water supply to our customers.

For more information, please contact Mr. Farrell Owens at (540)-869-1699.  
This notice is being sent to you by the City of Winchester – PWSID 2840500